



## Inconvenience claim process

IAL is making every effort to deliver your vehicle on time, in the unfortunate event a Required Delivery Date (RDD) is missed, you may be entitled to an inconvenience claim to assist with offsetting some of the out of pocket expenses you incurred while awaiting delivery of your POV. If an RDD is missed due to fault of the contractor then an inconvenience claim is warranted. International Auto Logistics can provide reimbursement for the following:

**Lodging:** IAL is responsible for lodging expenses incurred starting day 1 after a missed RDD. IAL will provide reimbursement based upon the local per diem rate by location as per the JFTR. **You may either file your claim at the delivering VPC or you can scan and forward the inconvenience form and any associated receipts to [CLAIMS@ialpov.us](mailto:CLAIMS@ialpov.us).**

**Rental car:** Per the JFTR, under 10 USC 2634 (g), you are entitled to the following benefit for the first 7 days which specifies in part, "if a motor vehicle of a member that is transported at the expense of the US under this section does not arrive at the authorized destination of the vehicle by the designated delivery date, the Secretary concerned shall reimburse the member for expenses incurred after that date to rent a motor vehicle for the members use. The amount reimbursed may not exceed \$30/day and the rental period for which the reimbursement may be provided expires after 7 days or on the date on which the delayed vehicle arrives at the authorized destination (whichever occurs first)." **Please contact your Transportation Officer for rental car reimbursement of days 1-7.**

**Additionally, IAL is responsible for all rental costs going forward starting the 8<sup>th</sup> day after a missed RDD.** IAL will cover the cost of a standard or intermediate vehicle rental. Additionally, as part of your rental, IAL will reimburse for Loss/Damage and liability insurance coverage, additional charges associated with infant car seats and/or booster seats, as needed, any and all concession fees and taxes that are applied to the rental rates, and one additional driver (spouse or family member). However, IAL will not reimburse for upgrades, satellite radio, navigation systems/GPS, bike racks or luggage carriers, or fuel costs unless prior approval has been given.

Please retain all rental receipts, and we will be glad to process your inconvenience claim once your vehicle has been delivered. **Again, please submit your rental receipts and the inconvenience claims form to either the delivering VPC or scan and email your information to [CLAIMS@ialpov.us](mailto:CLAIMS@ialpov.us).**

**Rest assured, we care about you and your POV. We strive to make every move as smooth as it can be. Thank you for your patience and your service to our Nation.**

**If you have further questions or concerns, you are welcome to contact the IAL Claims Control Department at 1-855-389-9499, option 3 for claims.**